

2001
Consumer Satisfaction
for
Missouri Southeastern Region
Regional Report
Community-based Services
Division of Alcohol and Drug Abuse
Missouri Department of Mental Health



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DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services

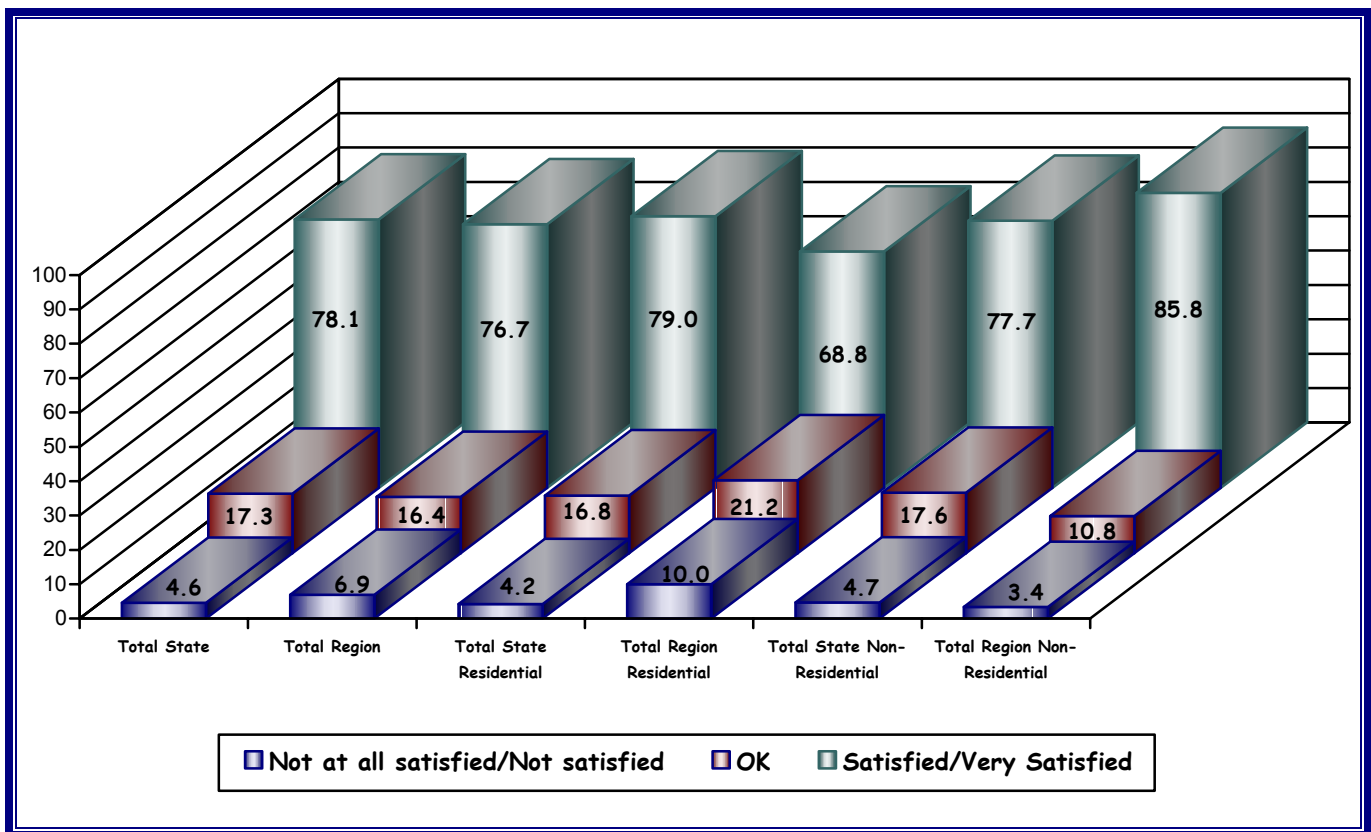
Southeastern Region - Residential & Non-Residential

Demographics: Total Region

		Total Served		Survey Returns		
		State	Region	Total Consumers Total Region	Total Consumers Residential	Total Consumers Non-Residential
SEX	Male	65.5%	70.3%	67.3%	65.7%	69.1%
	Female	34.5%	29.7%	32.7%	34.3%	30.9%
RACE	White	68.7%	87.1%	82.9%	77.0%	89.3%
	Black	29.2%	11.6%	13.0%	18.2%	7.3%
	Hispanic	0.6%	0.4%	1.0%	0.6%	1.3%
	Native American	0.5%	0.3%	1.3%	1.2%	1.3%
	Pacific Islander	0.1%	0.1%	0%	0%	0%
	Other	0.7%	0.5%	1.9%	3.0%	0.7%
MEAN AGE	0-17	9.5%	11.5%	15.1%	18.7%	11.3%
	18-49	84.1%	84.3%	80.1%	77.7%	82.8%
	50+	6.4%	4.2%	4.7%	3.6%	6.0%

Region Includes: Family Counseling Center, Gibson Recovery Center, Pathways-Rolla, South Central MO Rehabilitation, SEMO-Doctor's Regional, and SEMO-Diversified.

Overall Satisfaction with Services: Total Region



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 78.1% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated it as "satisfied" or "very satisfied" was slightly lower than the state average (76.7% for this region versus 78.1% for the state).
- The total State Residential Program had a rating of 79.0% as "satisfied" or "very satisfied". This region's Residential Program was rated lower, with a rating of 68.8%.
- The total State Non-Residential Program had a rating of 77.7% as "satisfied" or "very satisfied". This region's Non-Residential Program was rated higher, with a rating of 85.8% "satisfied" or "very satisfied" with services.

Satisfaction with Services: Total Region

How satisfied are you ...	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with the staff who serve you?	4.22 (2965)	4.12 (320)	4.21 (886)	3.93 (170)	4.22 (2079)	4.34 (150)
with how much your staff know about how to get things done?	4.07 (2961)	3.93 (321)	4.07 (890)	3.74 (171)	4.07 (2071)	4.13 (150)
with how staff keep things about you and your life confidential?	4.27 (2960)	4.30 (320)	4.31 (885)	4.16 (170)	4.25 (2075)	4.45 (150)
that your treatment plan has what you want in it?	4.11 (2933)	4.04 (317)	4.17 (870)	3.97 (170)	4.09 (2063)	4.13 (147)
that your treatment plan is being followed by those who assist you?	4.15 (2924)	4.10 (317)	4.19 (863)	4.00 (169)	4.13 (2061)	4.22 (148)
that the agency staff respect your ethnic and cultural background?	4.30 (2907)	4.23 (316)	4.33 (872)	4.08 (167)	4.29 (2035)	4.41 (149)
with the services that you receive?	4.19 (2955)	4.14 (318)	4.20 (883)	3.97 (170)	4.19 (2072)	4.34 (148)
Non-Residential Facilities Only:						
that services are provided in a timely manner? (Non-Residential Only)	4.03 (2079)	4.18 (150)	- (0)	- (0)	4.03 (2079)	4.18 (150)
Residential Facilities Only:						
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	3.76 (170)	4.10 (887)	3.76 (170)	- (0)	- (0)
that the environment is clean and comfortable?	4.19 (885)	4.06 (171)	4.19 (885)	4.06 (171)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.64 (883)	3.33 (169)	3.64 (883)	3.33 (169)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	3.53 (171)	3.93 (877)	3.53 (171)	- (0)	- (0)
with the childcare provided by the agency?	3.91 (79)	4.00 (8)	3.91 (79)	4.00 (8)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all but one of the mean ratings were above a mean rating of 4.00 (1=not satisfied... 5=very satisfied). The ratings of this region on those seven questions ranged from 3.93 to 4.30.
- The ratings of the Residential Program for this region ranged from 3.33 to 4.16. The highest rated item was with confidentiality and the lowest rated item was with opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this region ranged from 4.13 to 4.45. The highest rated item was with confidentiality and the lowest rated items were with the knowledge of the staff and the content of the treatment plan.

Satisfaction with Quality of Life: Total Region

How satisfied are you ...	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with how you spend your day?	3.69 (1904)	3.58 (313)	3.56 (544)	3.37 (166)	3.74 (1360)	3.81 (147)
with where you live?	3.77 (1885)	3.63 (315)	3.79 (541)	3.62 (167)	3.77 (1344)	3.63 (148)
with the amount of choices you have in your life?	3.63 (1917)	3.63 (313)	3.67 (544)	3.64 (166)	3.62 (1373)	3.61 (147)
with the opportunities/ chances you have to make friends?	3.82 (1907)	3.89 (315)	3.97 (544)	3.90 (167)	3.76 (1363)	3.88 (148)
with your general health care?	3.80 (1872)	3.70 (312)	3.82 (533)	3.79 (164)	3.80 (1339)	3.59 (148)
with what you do during your free time?	3.74 (1897)	3.66 (316)	3.60 (538)	3.50 (169)	3.79 (1359)	3.83 (147)
How safe do you feel ...						
in this facility? (<i>Residential Only</i>)	4.25 (547)	4.20 (169)	4.25 (547)	4.20 (169)	- (0)	- (0)
in your home/agency?	4.26 (1897)	4.30 (314)	4.19 (530)	4.24 (164)	4.29 (1367)	4.36 (150)
in your neighborhood?	4.08 (1894)	4.14 (315)	3.96 (532)	4.05 (165)	4.12 (1362)	4.23 (150)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied ... 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe ... 5=Very safe. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served in this region were most satisfied with safety in their home (mean of 4.30) and least satisfied with how they spend their day (mean of 3.58).
- The consumers in the Residential Program were most satisfied with safety in their home/agency (mean of 4.24) and least satisfied with how they spend their day (mean of 3.37).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home/agency (mean of 4.36) and least satisfied with their general health care (mean of 3.59).

ADA Comparison of Gender Residential and Non-Residential Setting Combined

There were no significant differences

ADA Comparison of Race/Ethnicity Residential and Non-Residential Settings Combined

A comparison was made among the consumers of different racial and ethnic backgrounds and their responses to the satisfaction survey items. The African American consumers were most satisfied with the cleanliness of the environment and the meals being good, nutritious and in sufficient amounts. Hispanics were most satisfied with respect of ethnic and cultural backgrounds. (See Table I-1.)

Table I-1
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
that the agency staff respect your ethnic and cultural background?	4.31 (255)	3.90 (39)	4.67 (3)	4.25 (4)	3.33 (6)	F(4,302)=3.048, p=.017
that the environment is clean and comfortable?	4.12 (127)	4.21 (29)	4.00 (1)	3.00 (2)	2.40 (5)	F(4,159)=4.012, p=.004
that the meals are good, nutritious, and in sufficient amounts?	3.58 (127)	3.76 (29)	2.00 (1)	3.00 (2)	1.40 (5)	F(4,159)=4.112, p=.003
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>						

ADA Comparison of Age Groups

Residential and Non-Residential Settings Combined

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults 50 years old and older were most satisfied with the staff's respect, courtesy, caring and kindness, opportunities for exercise and relaxation, the meals being good, nutritious and in sufficient amounts, and with safety in the facility. The adults between the ages of 18-49 years old were most satisfied with all other significant items. (See Table I-2.)

Table I-2
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a)	3.46 (48)	4.26 (251)	3.93 (14)	F(2,310)=17.395, p<.001
with how much your staff know about how to get things done? (a)	3.38 (47)	4.02 (252)	3.93 (15)	F(2,311)=9.373, p<.001
with how staff keep things about you and your life confidential? (a, b)	3.69 (48)	4.42 (250)	4.40 (15)	F(2,310)=14.214, p<.001
that your treatment plan has what you want in it? (a)	3.42 (48)	4.19 (247)	3.60 (15)	F(2,307)=15.832, p<.001
that your treatment plan is being followed by those who assist you? (a)	3.52 (48)	4.24 (248)	3.80 (15)	F(2,308)=14.275, p<.001
that the agency staff respect your ethnic and cultural background? (a, b)	3.58 (48)	4.36 (246)	4.27 (15)	F(2,306)=14.254, p<.001
with the services that you receive? (a, b)	3.42 (48)	4.27 (249)	4.20 (15)	F(2,309)=16.958, p<.001
that services are provided in a timely manner? (a)	3.29 (17)	4.33 (123)	3.67 (9)	F(2,146)=12.949, p<.001
that the staff treats you with respect, courtesy, caring and kindness? (a)	2.90 (31)	3.95 (127)	4.00 (6)	F(2,161)=11.173 p<.001
that the environment is clean and comfortable? (a)	3.65 (31)	4.19 (128)	3.67 (6)	F(2,162)=3.838, p=.024
with the opportunities for exercise and relaxation? (a)	2.57 (30)	3.48 (127)	3.50 (6)	F(2,160)=6.643, p=.002
that the meals are good, nutritious, and in sufficient amounts? (a)	2.77 (31)	3.70 (128)	3.83 (6)	F(2,162)=6.542, p=.002
with how you spend your day? (a)	2.98 (48)	3.72 (243)	3.07 (15)	F(2,303)=12.607, p<.001
with the amount of choices you have in your life? (a)	3.06 (48)	3.78 (244)	3.29 (14)	F(2,303)=8.912, p<.001
with your general health care? (a)	3.38 (45)	3.80 (245)	3.27 (15)	F(2,302)=4.690, p=.010
with what you do in your free time? (a)	3.19 (48)	3.78 (246)	3.33 (15)	F(2,306)=5.912, p=.003
with how safe you feel in this facility? (a, b)	3.48 (31)	4.37 (126)	4.50 (6)	F(2,160)=12.752, p<.001
Scheffe post-hoc significance at < .05 or less.				
(a) Interaction between 0-17 Years and 18-49 Years.				
(b) Interaction between 0-17 Years and 50 + Years.				

ADA Comparison of Current Living Arrangements Residential and Non-Residential Settings Combined

A comparison was made of the satisfaction items based on the current living situation of the consumer. Table I-3 presents these findings. Those who identified their living conditions as "other" were most satisfied with the content of the treatment plan. Those who lived independently were most satisfied with the confidentiality of the staff and the timeliness of services provided. Those who lived in a group home were most satisfied with all other significant items.

Table I-3
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you?	4.33 (171)	4.75 (4)	4.02 (63)	4.18 (11)	3.60 (15)	3.93 (14)	F(5,272)=3.292, p=.007
with how much your staff know about how to get things done?	4.12 (171)	4.25 (4)	3.83 (64)	4.17 (12)	3.53 (15)	3.50 (14)	F(5,274)=2.777, p=.018
with how staff keep things about you and your life confidential? (b)	4.49 (169)	4.25 (4)	4.28 (64)	4.33 (12)	3.60 (15)	4.07 (14)	F(5,272)=3.567, p=.004
that your treatment plan has what you want in it? (b)	4.18 (168)	4.00 (4)	4.10 (63)	3.92 (12)	3.33 (15)	4.23 (13)	F(5,269)=2.433, p=.035
that your treatment plan is being followed by those who assist you? (b)	4.28 (168)	4.67 (3)	4.03 (64)	4.08 (12)	3.47 (15)	4.14 (14)	F(5,270)=3.036, p=.011
that the agency staff respect your ethnic and cultural background?	4.43 (169)	4.50 (2)	4.10 (63)	4.33 (12)	3.73 (15)	4.43 (14)	F(5,269)=2.925, p=.014
with the services that you receive? (b)	4.34 (170)	5.00 (3)	3.97 (64)	4.17 (12)	3.40 (15)	4.31 (13)	F(5,271)=4.296, p=.001
that services are provided in a timely manner?	4.34 (118)	()	4.17 (6)	- (0)	3.20 (15)	3.67 (9)	F(5,142)=5.413, p<.001
with how safe you feel in your home/agency? (a)	4.39 (170)	4.67 (3)	4.08 (60)	3.45 (11)	4.40 (15)	4.43 (14)	F(5,267)=3.301, p=.007
with how safe you feel in your neighborhood? (a)	4.25 (170)	4.67 (3)	4.00 (61)	3.18 (11)	4.27 (15)	3.93 (14)	F(5,268)=3.326, p=.006
Scheffe post-hoc significance at < .05 or less. (a) Interaction between Independent and Homeless. (b) Interaction between Independent and Biological Parents.							

ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year (Residential and Non-Residential Settings)

There were no significant differences

ADA Comparison across Programs Residential and Non-Residential Settings Combined

A comparison of consumers' satisfaction with services was made across the different residential and non-residential programs. Consumers in the Non-residential GTS Adult program were most satisfied with the staff, the knowledge of the staff, confidentiality, the content of the treatment plan, that their treatment plan was being followed, timeliness of services provided, and safety in the home/agency and safety in the neighborhood. The consumers in the Non-Residential CSTAR Women/Children were most satisfied with the respect of ethnic and cultural backgrounds, services received and where they live. The Non-residential Child/Adolescent consumers were most satisfied with how they spend their day and what they do in their free time. The Residential Women/Children consumers were most satisfied with the respect, courtesy, caring and respect of the staff, and their general health care. The residential GTS adult consumers were most satisfied with the opportunities for exercise and relaxation, the meals being good, nutritious and in sufficient amounts, their general health care, the amount of choices in their lives, and safety in the facility. (See Table I-4.)

Table I-4
ADA Consumers - Comparison across Programs

How satisfied are you...	Non-Residential Programs				Residential Programs				Significance
	CSTAR Women/Children	CSTAR Child/Adolescent†	CSTAR General	GTS Adult	CSTAR Women/Children	CSTAR Child/Adolescent†	CSTAR General	GTS Adult	
With the staff who serve you? (a, b, g, j)	4.43 (21)	3.65 (17)	4.00 (18)	4.51 (94)	4.04 (23)	3.34 (32)	4.11 (35)	4.05 (80)	F(7,312)=7.792, p<.001
With how much your staff know how to get things done? (g)	4.00 (21)	3.59 (17)	4.06 (18)	4.28 (94)	3.96 (23)	3.23 (31)	3.94 (36)	3.79 (81)	F(7,313)=5.198, p<.001
With how staff keep things about you and your life confidential? (b, g)	4.43 (21)	3.71 (17)	4.39 (18)	4.60 (94)	4.43 (23)	3.63 (32)	4.32 (34)	4.23 (81)	F(7,312)=5.568, p<.001
That your treatment has what you want on it? (g, j)	4.29 (21)	3.41 (17)	3.78 (18)	4.30 (91)	4.05 (22)	3.38 (32)	4.03 (35)	4.16 (81)	F(7,309)=4.869, p<.001
That the treatment plan is being followed by those who assist you?(g, j)	4.19 (21)	3.53 (17)	4.17 (18)	4.37 (92)	3.96 (23)	3.47 (32)	4.06 (34)	4.20 (80)	F(7,309)=4.669, p<.001
That the staff respect your cultural background? (a, j)	4.52 (21)	3.88 (17)	4.28 (18)	4.51 (93)	4.35 (23)	3.44 (32)	4.18 (34)	4.22 (78)	F(7,308)=5.263, p<.001
With the services you receive? (a, b, g)	4.52 (21)	3.47 (17)	4.22 (18)	4.48 (92)	3.87 (23)	3.45 (31)	4.22 (36)	4.09 (80)	F(7,310)=6.495, p<.001
That services are provided in a timely manner?	4.05 (21)	3.29 (17)	3.94 (18)	4.41 (94)	- (0)	- (0)	- (0)	- (0)	F(7,142)=3.871, p=.001
That the staff treats you with respect, courtesy, caring and kindness?	- (0)	- (0)	- (0)	- (0)	4.00 (23)	2.91 (32)	3.97 (35)	3.94 (80)	F(7,162)=3.131, p=.004
With opportunities for exercise and relaxation?	- (0)	- (0)	- (0)	- (0)	2.87 (23)	2.65 (31)	3.28 (36)	3.75 (79)	F(7,161)=3.187, p=.003
That the meals are good, nutritious, and in sufficient amounts?	- (0)	- (0)	- (0)	- (0)	3.39 (23)	2.78 (32)	3.61 (36)	3.84 (80)	F(7,163)=2.190, p=.038
With how you spend your day? (a, c, g, h, I, j)	3.81 (21)	4.00 (17)	3.29 (17)	3.87 (92)	3.55 (22)	2.47 (32)	3.47 (34)	3.64 (78)	F(7,305)=7.839, p<.001
With where you live?	3.95 (21)	3.94 (17)	3.31 (16)	3.55 (94)	3.52 (23)	3.09 (32)	3.54 (35)	3.91 (77)	F(7,307)=2.370, p=.023
With the amount of choices in your life? (j)	3.81 (21)	3.53 (17)	3.38 (16)	3.62 (93)	3.83 (23)	2.81 (32)	3.83 (35)	3.86 (76)	F(7,305)=3.271, p=.002
With opportunities to make friends? (j)	4.00 (21)	4.12 (17)	3.63 (16)	3.85 (94)	4.09 (23)	3.22 (32)	4.18 (34)	4.00 (78)	F(7,307)=2.942, p=.005
With your general health care? (d, e, f)	3.62 (21)	3.65 (17)	2.69 (16)	3.73 (94)	3.95 (21)	3.17 (29)	3.86 (35)	3.95 (79)	F(7,304)=4.385, p<.001
With what you do in your free time? (b, g, j)	3.71 (21)	4.12 (17)	3.06 (16)	3.94 (93)	3.43 (23)	2.63 (32)	3.66 (35)	3.81 (79)	F(7,308)=6.052, p<.001
With how safe you feel in this facility?	- (0)	- (0)	- (0)	- (0)	4.39 (23)	3.50 (32)	4.11 (35)	4.47 (79)	F(7,161)=3.894, p=.001
With how safe you feel in your home?	3.95 (21)	4.47 (17)	3.78 (18)	4.54 (94)	4.10 (20)	4.28 (32)	4.26 (34)	4.26 (78)	F(7,306)=2.599, p=.013

With how safe you feel in your neighborhood?	3.86 (21)	4.29 (17)	3.67 (18)	4.41 (94)	4.00 (21)	4.09 (32)	4.00 (34)	4.08 (78)	F(7,307)=2.257, p=.030
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less</i></p> <p>(a) Interaction between Non-residential CSTAR Women/Children and Residential CSTAR Child/Adolescent. (b) Interaction between Non-residential CSTAR Child/Adolescent and Non-residential GTS Adult. (c) Interaction between Non-residential CSTAR Child/Adolescent and Residential CSTAR Child/Adolescent. (d) Interaction between Non-residential CSTAR General and Non-residential GTS Adult. (e) Interaction between Non-residential CSTAR General and Residential CSTAR General. (f) Interaction between Non-residential CSTAR General and Residential GTS Adult. (g) Interaction between Non-residential GTS Adult and Residential CSTAR Child/Adolescent. (h) Interaction between Residential CSTAR Women/Children and Residential CSTAR Child/Adolescent. (i) Interaction between Residential CSTAR Child/Adolescent and Residential CSTAR General. (j) Interaction between Residential CSTAR Child/Adolescent and Residential GTS Adult.</p>									

ADA Comparison Between Residential and Non-Residential

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. Consumers that had lived in a residential treatment facility were more satisfied with all significant items. (See Table I-5).

Table I-5
**ADA Consumers - Comparison of Whether Lived in Residential
Treatment Facility**

How satisfied are you...	Yes	No	Significance
with the staff who serve you?	4.34 (150)	3.93 (170)	F(1,318)=16.635, p<.001
with how much your staff know about how to get things done?	4.13 (150)	3.74 (171)	F(1,319)=13.793, p<.001
with how staff keep things about you and your life confidential?	4.45 (150)	4.16 (170)	F(1,318)=7.618, p=.006
That the treatment plan is being followed by those who assist you?	4.22 (148)	4.00 (169)	F(1,315)=4.516, p=.034
That the staff respect your cultural background?	4.41 (149)	4.08 (167)	F(1,314)=9.503, p=.002
With the services you receive?	4.34 (148)	3.97 (170)	F(1,316)=11.710, p=.001
with how you spend your day?	3.81 (147)	3.37 (166)	F(1,311)=14.133, p<.001
with what you do during your free time?	3.83 (147)	3.50 (169)	F(1,314)=6.067, p=.014
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

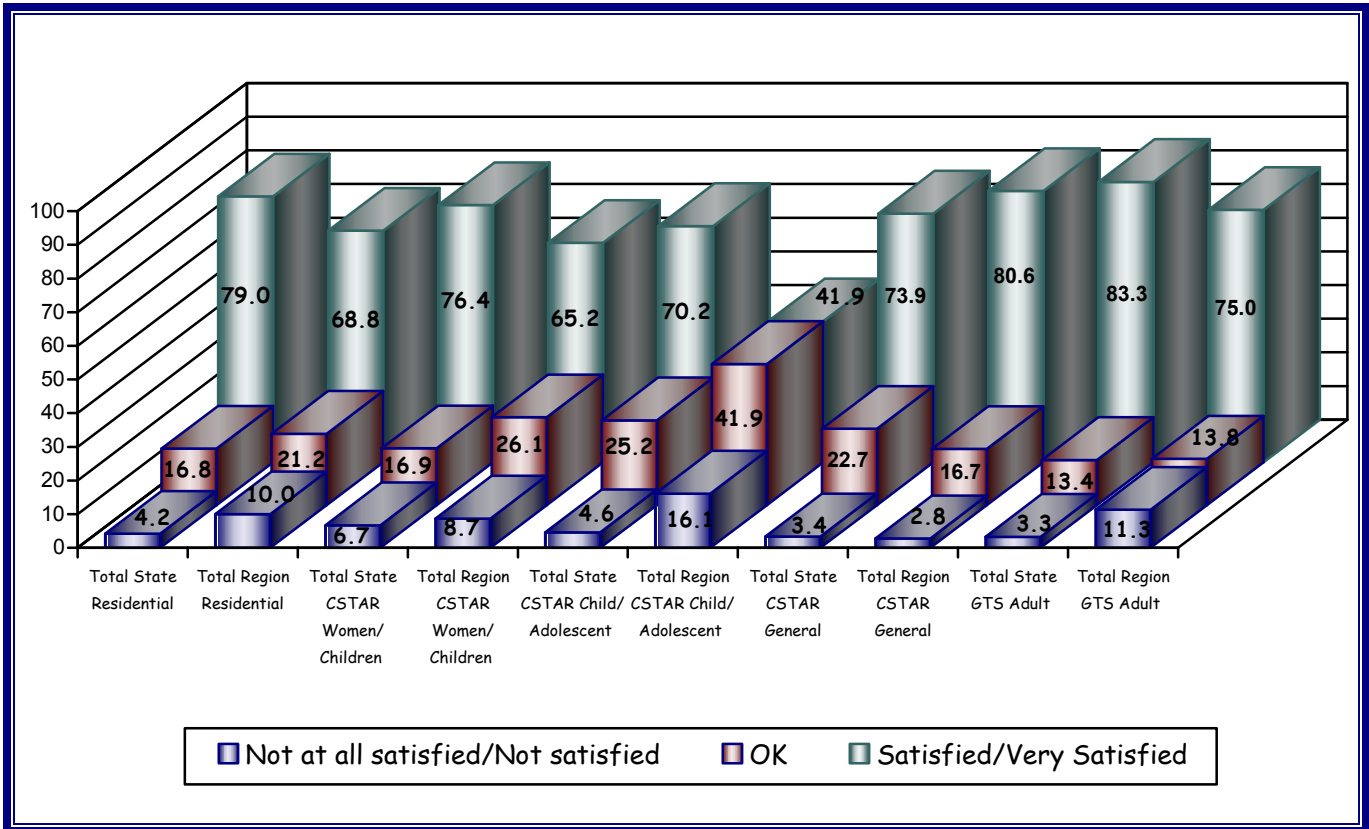
Alcohol and Drug Abuse Services

Southeastern Region - Residential

Demographics: Residential

		Total Served	Survey Returns				
		State	Total Consumers Residential	CSTAR Woman/Child	CSTAR Child/Adolescent	CSTAR General	GTS Adult
SEX	Male	65.5%	65.7%	0%	50.0%	69.4%	89.7%
	Female	34.5%	34.3%	100.0%	50.0%	30.6%	10.3%
RACE	White	68.7%	77.0%	77.3%	87.1%	48.6%	85.7%
	Black	29.2%	18.2%	22.7%	3.2%	45.7%	10.4%
	Hispanic	0.6%	0.6%	0%	0%	2.9%	0%
	Native American	0.5%	1.2%	0%	3.2%	0%	1.3%
	Pacific Islander	0.1%	0%	0%	0%	0%	0%
	Other	0.6%	3.0%	0%	6.5%	2.9%	2.6%
MEAN AGE	0-17	9.5%	18.7%	0%	100.0%	2.9%	0%
	18-49	84.1%	77.7%	100.0%	0%	82.4%	98.7%
	50+	6.4%	3.6%	0%	0%	14.7%	1.3%

Overall Satisfaction with Services: Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.0% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Residential Program who rated it as "satisfied" or "very satisfied" was lower than the state average (68.8% for this region versus 79.0% for the state).
- The CSTAR General Residential Program was highly rated with 80.6% of the respondents showing a rating of "satisfied" or "very satisfied" with services.

Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women & Children Consumers		CSTAR Child/ Adolescent Consumers		CSTAR General Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.21 (886)	3.93 (170)	4.18 (184)	4.04 (23)	3.91 (133)	3.34 (32)	4.16 (85)	4.11 (35)	4.31 (484)	4.05 (80)
with how much your staff know about how to get things done?	4.07 (890)	3.74 (171)	3.99 (183)	3.96 (23)	3.90 (132)	3.23 (31)	3.94 (88)	3.94 (36)	4.16 (487)	3.79 (81)
with how staff keep things about you and your life confidential?	4.31 (885)	4.16 (170)	4.22 (183)	4.43 (23)	4.14 (133)	3.63 (32)	4.29 (86)	4.32 (34)	4.40 (483)	4.23 (81)
that your treatment plan has what you want in it?	4.17 (870)	3.97 (170)	4.11 (177)	4.05 (22)	3.86 (133)	3.38 (32)	4.16 (85)	4.03 (35)	4.29 (475)	4.16 (81)
that your treatment plan is being followed by those who assist you?	4.19 (863)	4.00 (169)	4.11 (180)	3.96 (23)	3.90 (133)	3.47 (32)	4.06 (84)	4.06 (34)	4.32 (466)	4.20 (80)
that the agency staff respect your ethnic and cultural background?	4.33 (872)	4.08 (167)	4.31 (178)	4.35 (23)	4.20 (132)	3.44 (32)	4.31 (86)	4.18 (34)	4.37 (476)	4.22 (78)
with the services that you receive?	4.20 (883)	3.97 (170)	4.08 (178)	3.87 (23)	3.96 (131)	3.45 (31)	4.07 (88)	4.22 (36)	4.34 (486)	4.09 (80)
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	3.76 (170)	3.98 (182)	4.00 (23)	3.75 (133)	2.91 (32)	4.00 (87)	3.97 (35)	4.26 (485)	3.94 (80)
that the environment is clean and comfortable?	4.19 (885)	4.06 (171)	4.08 (180)	4.30 (23)	4.05 (132)	3.75 (32)	3.91 (87)	3.86 (36)	4.31 (486)	4.20 (80)
with opportunities for exercise and relaxation?	3.64 (883)	3.33 (169)	3.31 (180)	2.87 (23)	3.52 (131)	2.65 (31)	3.18 (87)	3.28 (36)	3.89 (485)	3.75 (79)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	3.53 (171)	3.61 (179)	3.39 (23)	3.53 (133)	2.78 (32)	3.59 (88)	3.61 (36)	4.22 (477)	3.84 (80)
with the childcare provided by the agency?	3.91 (79)	4.00 (8)	3.91 (79)	4.00 (8)	- (0)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.										

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Seven ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Residential Program ranged from 3.33 to 4.16. The highest rated item was with confidentiality of the staff and the lowest rated item was with opportunities for exercise and relaxation.
- The CSTAR General Residential consumers were most satisfied with the services they received (mean if 4.22).

Satisfaction with Quality of Life: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women & Children Consumers		CSTAR Child/ Adolescent Consumers		CSTAR General Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.65 (883)	3.37 (166)	3.67 (180)	3.55 (22)	3.28 (133)	2.47 (32)	3.47 (86)	3.47 (34)	3.77 (484)	3.64 (78)
with where you live?	3.76 (878)	3.62 (167)	3.80 (179)	3.52 (23)	3.59 (133)	3.09 (32)	3.52 (87)	3.54 (35)	3.84 (479)	3.91 (77)
with the amount of choices you have in your life?	3.75 (880)	3.64 (166)	3.79 (181)	3.83 (23)	3.37 (133)	2.81 (32)	3.52 (87)	3.83 (35)	3.88 (479)	3.86 (76)
with the opportunities/ chances you have to make friends?	3.96 (880)	3.90 (167)	4.10 (181)	4.09 (23)	3.77 (133)	3.22 (32)	3.92 (86)	4.18 (34)	3.97 (480)	4.00 (78)
with your general health care?	3.80 (873)	3.79 (164)	3.86 (178)	3.95 (21)	3.52 (128)	3.17 (29)	3.68 (87)	3.86 (35)	3.88 (480)	3.95 (79)
with what you do during your free time?	3.70 (876)	3.50 (169)	3.82 (177)	3.43 (23)	3.41 (133)	2.63 (32)	3.67 (87)	3.66 (35)	3.74 (479)	3.81 (79)
How safe do you feel . . .										
in this facility	4.34 (884)	4.20 (169)	4.43 (182)	4.39 (23)	4.06 (133)	3.50 (32)	4.16 (86)	4.11 (35)	4.42 (483)	4.47 (79)
in your home?	4.09 (861)	4.24 (164)	4.05 (175)	4.10 (20)	4.27 (131)	4.28 (32)	4.26 (81)	4.26 (34)	4.03 (474)	4.26 (78)
in your neighborhood?	3.94 (861)	4.05 (165)	3.96 (175)	4.00 (21)	4.03 (131)	4.09 (32)	3.99 (82)	4.00 (34)	3.89 (473)	4.08 (78)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.										

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program in this Region were most satisfied with how safe they feel in their home (mean of 4.24) and least satisfied with how they spend their day (mean of 3.37).

ADA Comparison of Gender Residential Setting

There were no significant differences.

ADA Comparison of Race/Ethnicity Residential Settings

A comparison was made among the different racial and ethnic backgrounds of consumers and their response to the satisfaction survey items. The African American consumers were all significant items. (See Table II-1.)

Table II-1
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
that the environment is clean and comfortable?	4.12 (127)	4.21 (29)	4.00 (1)	3.00 (2)	2.40 (5)	F(4,159)=4.012, p=.004
that the meals are good, nutritious, and in sufficient amounts?	3.58 (127)	3.76 (29)	2.00 (1)	3.00 (2)	1.40 (5)	F(4,159)=4.112, p=.003
with your general health care?	3.78 (120)	4.00 (29)	1.00 (1)	4.00 (2)	3.40 (5)	F(4,152)=2.516, p=.044
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>						

ADA Comparison of Age Groups Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults between the ages of 18 and 49 were most satisfied with the confidentiality of the staff, the content of the treatment plan, that the staff followed the treatment plan, the respect of ethnic and cultural backgrounds, the services received, the environment being clean and comfortable, how they spend their day, and what they do in their free time. The adults over 50 years old were most satisfied with all other significant items. See Table II-1.

Table II-1
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a)	3.35 (31)	4.05 (128)	4.20 (5)	F(2,161)=6.927 p=.001
with how much your staff know about how to get things done? (a)	3.27 (30)	3.83 (129)	4.17 (6)	F(2,162)=4.344 p=.015
with how staff keep things about you and your life confidential? (a)	3.68 (31)	4.31 (127)	4.00 (6)	F(2,161)=5.719 p=.004
that your treatment plan has what you want in it? (a)	3.42 (31)	4.13 (127)	3.67 (6)	F(2,161)=6.365 p=.002
that your treatment plan is being followed by those who assist you? (a)	3.52 (31)	4.14 (127)	3.83 (6)	F(2,161)=5.562 p=.005
that the agency staff respect your ethnic and cultural background? (a)	3.42 (31)	4.24 (124)	4.17 (6)	F(2,158)=7.505 p=.001
with the services that you receive? (a)	3.39 (31)	4.09 (128)	4.00 (6)	F(2,162)=5.635 p=.004
that the staff treats you with respect, courtesy, caring and kindness? (a)	2.90 (31)	3.95 (127)	4.00 (6)	F(2,161)=11.173 p<.001
that the environment is clean and comfortable? (a)	3.65 (31)	4.19 (128)	3.67 (6)	F(2,162)=3.838 p=.024
with opportunities for exercise and relaxation? (a)	2.57 (30)	3.48 (127)	3.50 (6)	F(2,160)=6.643 p=.002
that the meals are good, nutritious and in sufficient amounts? (a)	2.77 (31)	3.70 (128)	3.83 (6)	F(2,162)=6.542 p=.002
with how you spend your day? (a)	2.42 (31)	3.59 (123)	3.33 (6)	F(2,157)=18.798 p<.001
with where you live? (a)	3.06 (31)	3.74 (124)	3.83 (6)	F(2,158)=5.002 p=.008
with the amount of choices you have in your life? (a, b)	2.81 (31)	3.86 (123)	4.17 (6)	F(2,157)=12.139 p<.001
with the opportunities/ chances you have to make friends? (a)	3.29 (31)	4.04 (125)	4.40 (5)	F(2,158)=7.312 p=.001
with your general health care? (a, b)	3.21 (28)	3.91 (124)	4.33 (6)	F(2,155)=7.107, p=.001
with what you do during your free time? (a)	2.68 (31)	3.71 (126)	3.67 (6)	F(2,160)=9.537 p<.001
with how safe you feel in this facility? (a, b)	3.48 (31)	4.37 (126)	4.50 (6)	F(2,160)=12.752 p<.001
Scheffe post-hoc significance at < .05 or less. (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 and 50+ years.				

ADA Comparison of Current Living Arrangements Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers living in residential settings. Those who lived in a group home were most satisfied with both significant items. (See Table II-2.)

Table II-2
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Other	Significance
with how safe you feel in your home/agency? (a)	4.42 (52)	4.67 (3)	4.15 (54)	3.45 (11)	4.40 (5)	F(4,120)=3.136, p=.017
with how safe you feel in your neighborhood?	4.19 (52)	4.67 (3)	4.05 (55)	3.18 (11)	3.60 (5)	F(4,121)=2.831, p=.028
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between Independent and Homeless.						

ADA Comparison across Programs Residential Settings

A comparison was made across the different residential programs. Consumers of the CSTAR General program were most satisfied with the staff, services received and opportunities to make friends. The CSTAR Women/Children consumers were most satisfied with the knowledge of the staff, confidentiality, respect of ethnic and cultural backgrounds, the respect, courtesy, caring, and kindness of the staff. The GTS adult consumers were most satisfied with all other significant items. (See Table II-3.)

Table II-3
ADA Consumers - Comparison across Programs

How satisfied are you...	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Significance
with the staff who serve you? (c, d)	4.04 (23)	3.34 (32)	4.11 (35)	4.05 (80)	F(3,166)=4.914, p=.003
with how much your staff know about how to get things done? (c)	3.96 (23)	3.23 (31)	3.94 (36)	3.79 (81)	F(3,167)=3.602, p=.015
with how staff keep things about you and your life confidential? (a, c, d)	(23)	3.63 (32)	4.32 (34)	4.23 (81)	F(3,166)=4.427, p=.005
that your treatment plan has what you want in it? (d)	4.05 (22)	3.38 (32)	4.03 (35)	4.16 (81)	F(3,166)=4.554, p=.004
that your treatment plan is being followed by those who assist you? (d)	3.96 (23)	3.47 (32)	4.06 (34)	4.20 (80)	F(3,165)=4.437, p=.005
that the agency staff respect your ethnic and cultural background? (a, d)	4.35 (23)	3.44 (32)	4.18 (34)	4.22 (78)	F(3,163)=4.884, p=.003
with the services you receive? (c, d)	3.87 (23)	3.45 (31)	4.22 (36)	4.09 (80)	F(3,166)=3.657, p=.014
that the staff treats you with respect, courtesy, caring and kindness? (a, c, d)	4.00 (23)	2.91 (32)	3.97 (35)	3.94 (80)	F(3,166)=7.486, p<.001
with opportunities for exercise and relaxation? (b, d)	2.87 (23)	2.65 (31)	3.28 (36)	3.75 (79)	F(3,165)=7.621, p<.001
that the meals are good, nutritious and in sufficient amounts? (d)	3.39 (23)	2.78 (32)	3.61 (36)	3.84 (80)	F(3,167)=5.236, p=.002
with how you spend your day? (a, c, d)	3.55 (22)	2.47 (32)	3.47 (34)	3.64 (78)	F(3,162)=11.644, p<.001
with where you live? (d)	3.52 (23)	3.09 (32)	3.54 (35)	3.91 (77)	F(3,163)=4.557, p=.004
with the amount of choices you have in your life? (a, c, d)	3.83 (23)	2.81 (32)	3.83 (35)	3.86 (76)	F(3,162)=7.182, p<.001
with the opportunities/chances you have to make friends? (a, c, d)	4.09 (23)	3.22 (32)	4.18 (34)	4.00 (78)	F(3,163)=5.935, p=.001
with your general health care? (d)	3.95 (21)	3.17 (29)	3.86 (35)	3.95 (79)	F(3,160)=4.861, p=.003
with what you do during your free time? (c, d)	3.43 (23)	2.63 (32)	3.66 (35)	3.81 (79)	F(3,165)=7.933, p<.001
with how safe you feel in this facility? (a, d)	4.39 (23)	3.50 (32)	4.11 (35)	4.47 (79)	F(3,165)=9.313, p<.001
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between CSTAR Women/Children and CSTAR Child Adolescent. (b) Interaction between CSTAR Women/Children and GTS Adult. (c) Interaction between CSTAR Child/Adolescent and CSTAR General. (d) Interaction between CSTAR Child/Adolescent and GTS Adult.					

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

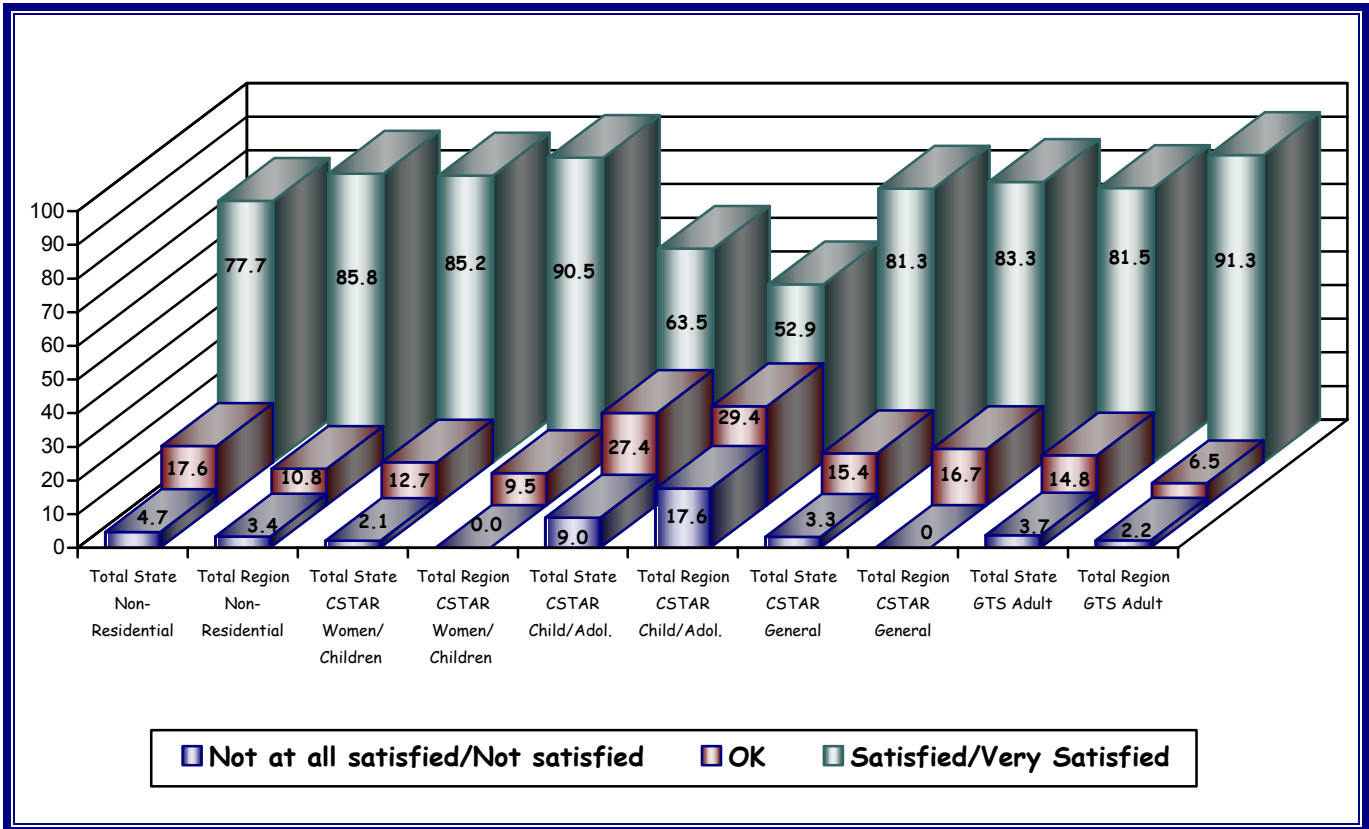
Alcohol and Drug Abuse Services

Southeastern Region - Non-Residential

Demographics: Non-Residential

		Total Served	Survey Returns				
		State	Total Consumers Non-Residential	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult
Sex	Male	65.5%	69.1%	0%	58.8%	63.2%	87.4%
	Female	34.5%	30.9%	100.0%	41.2%	36.8%	12.6%
Race	White	68.2%	89.3%	90.0%	94.1%	89.5%	88.3%
	Black	29.8%	7.3%	5.0%	5.9%	5.3%	8.5%
	Hispanic	0.6%	1.3%	0%	0%	0%	2.1%
	Native American	0.5%	1.3%	5.0%	0%	5.3%	0%
	Pacific Islander	0.1%	0%	0%	0%	0%	0%
	Other	0.7%	0.7%	0%	0%	0%	1.1%
Mean Age	0-17	12.0%	11.3%	0%	100.0%	0%	0%
	18-49	82.0%	82.8%	100.0%	0%	78.9%	94.7%
	50+	6.0%	6.0%	0%	0%	21.1%	5.3%

Satisfaction with Services: Non-Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 77.7% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Non-Residential Program who rated it as "satisfied" or "very satisfied" was higher than the state average (85.8% for this region versus 77.7% for the state).
- The GTS Adult Program was rated higher than other programs with 91.3% of the respondents showing a rating of "satisfied" or "very satisfied" with services.

Satisfaction with Services: Non-Residential

	Total Non-Residential Consumers		CSTAR Women & Children Consumers		CSTAR Child/ Adolescent Consumers		CSTAR General Consumers		GTS Adult Non-Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
How satisfied are you . . .										
with the staff who serve you?	4.22 (2079)	4.34 (150)	4.39 (286)	4.43 (21)	3.92 (265)	3.65 (17)	4.25 (450)	4.00 (18)	4.31 (677)	4.51 (94)
with how much your staff know about how to get things done?	4.07 (2071)	4.13 (150)	4.20 (284)	4.00 (21)	3.74 (265)	3.59 (17)	4.12 (449)	4.06 (18)	4.20 (675)	4.28 (94)
with how staff keep things about you and your life confidential?	4.25 (2075)	4.45 (150)	4.28 (283)	4.43 (21)	4.09 (265)	3.71 (17)	4.26 (449)	4.39 (18)	4.40 (677)	4.60 (94)
that your treatment plan has what you want in it?	4.09 (2063)	4.13 (147)	4.22 (282)	4.29 (21)	3.78 (267)	3.41 (17)	4.13 (447)	3.78 (18)	4.18 (672)	4.30 (91)
that your treatment plan is being followed by those who assist you?	4.13 (2061)	4.22 (148)	4.28 (282)	4.19 (21)	3.76 (266)	3.53 (17)	4.22 (446)	4.17 (18)	4.25 (671)	4.37 (92)
that the agency staff respect your ethnic and cultural background?	4.29 (2035)	4.41 (149)	4.41 (274)	4.52 (21)	4.12 (265)	3.88 (17)	4.32 (438)	4.28 (18)	4.38 (665)	4.51 (93)
with the services that you receive?	4.19 (2072)	4.34 (148)	4.38 (284)	4.52 (21)	3.79 (266)	3.47 (17)	4.28 (449)	4.22 (18)	4.28 (677)	4.48 (92)
that services are provided in a timely manner?	4.03 (2079)	4.18 (150)	4.12 (286)	4.05 (21)	3.70 (265)	3.29 (17)	4.13 (451)	3.94 (18)	4.14 (679)	4.41 (94)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>										

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Non-Residential Program ranged from 4.13 to 4.45. The highest rated item was with the confidentiality of the staff and the lowest rated items were with knowledge of the staff and the content of the treatment plan.
- The CSTAR Women/Children Non-Residential consumers were most satisfied with the services they received (mean of 4.52).

Satisfaction with Quality of Life: Non-Residential

	Total Non-Residential Consumers		CSTAR Women & Children Consumers		GTS Child/ Adolescent Consumers		CSTAR General Consumers		GTS Adult Non-Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
How satisfied are you . . .										
with how you spend your day?	3.73 (2065)	3.81 (147)	3.87 (284)	3.81 (21)	3.41 (266)	4.00 (17)	3.82 (450)	3.29 (17)	3.79 (675)	3.87 (92)
with where you live?	3.73 (2050)	3.63 (148)	3.87 (283)	3.95 (21)	3.63 (265)	3.94 (17)	3.72 (445)	3.31 (16)	3.75 (674)	3.55 (94)
with the amount of choices you have in your life?	3.61 (2072)	3.61 (147)	3.86 (284)	3.81 (21)	3.14 (263)	3.53 (17)	3.65 (448)	3.38 (16)	3.68 (677)	3.62 (93)
with the opportunities/ chances you have to make friends?	3.80 (2063)	3.88 (148)	3.97 (283)	4.00 (21)	3.68 (264)	4.12 (17)	3.83 (442)	3.63 (16)	3.84 (678)	3.85 (94)
with your general health care?	3.71 (2036)	3.59 (148)	3.84 (283)	3.62 (21)	3.58 (238)	3.65 (17)	3.78 (446)	2.69 (16)	3.77 (675)	3.73 (94)
with what you do during your free time?	3.77 (2065)	3.83 (147)	3.93 (281)	3.71 (21)	3.69 (265)	4.12 (17)	3.70 (447)	3.06 (16)	3.85 (676)	3.94 (93)
How safe do you feel...										
in your home?	4.24 (2914)	4.36 (150)	4.26 (282)	3.95 (21)	4.40 (263)	4.47 (17)	4.28 (445)	3.78 (18)	4.35 (669)	4.54 (94)
in your neighborhood?	4.01 (2920)	4.23 (150)	3.94 (282)	3.86 (21)	4.23 (264)	4.29 (17)	4.09 (447)	3.67 (18)	4.11 (673)	4.41 (94)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>										

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program in this region were most satisfied with how safe they feel in their home (mean of 4.36) and least satisfied with their general health care (mean of 3.59).

ADA Comparison of Gender Non-Residential Setting

There were no significant differences.

ADA Comparison of Race/Ethnicity Non-Residential Settings

There were no significant differences.

ADA Comparison of Age Groups Non-Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults over 50 years old were most satisfied with the confidentiality of the staff. The 0-17 year olds were satisfied with how they spent their day. The adults between 18-49 years old were most satisfied with all other significant items. (See Table III-1.)

Table III-1
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a, c)	3.65 (17)	4.47 (123)	3.78 (9)	F(2,146)=12.60, p<.001
with how much your staff know about how to get things done? (a)	3.59 (17)	4.23 (123)	3.78 (9)	F(2,146)=5.694, p=.004
with how staff keep things about you and your life confidential? (a, b)	3.71 (17)	4.53 (123)	4.67 (9)	F(2,146)=8.763, p<.001
that your treatment plan has what you want in it? (a)	3.41 (17)	4.27 (120)	3.56 (9)	F(2,143)=10.011, p<.001
that your treatment plan is being followed by those who assist you? (a)	3.53 (17)	4.35 (121)	3.78 (9)	F(2,144)=8.940, p<.001
that the agency staff respect your ethnic and cultural background? (a)	3.88 (17)	4.48 (122)	4.33 (9)	F(2,145)=5.045, p=.008
with the services that you receive? (a, b)	3.47 (17)	4.45 (121)	4.33 (9)	F(2,144)=12.950, p<.001
that services are provided in a timely manner? (a)	3.29 (17)	4.33 (123)	3.67 (9)	F(2,146)=12.949, p<.001
with how you spend your day? (b, c)	4.00 (17)	3.86 (120)	2.89 (9)	F(2,143)=4.309, p=.015
with the amount of choices you have in your life? (c)	3.53 (17)	3.69 (121)	2.63 (8)	F(2,143)=3.508, p=.033
with your general health care? (b, c)	3.65 (17)	3.69 (121)	2.56 (9)	F(2,144)=4.763, p=.010
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50 + Years. (c) Interaction between 18-49 Years and 50+ Years.				

ADA Comparison of Current Living Arrangements Non-Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers living in non-residential settings. Table III-2 presents these findings. Those who lived in residential treatment facility were most satisfied with the content of their treatment plan. Those who lived independently were most satisfied with all other significant items.

Table III-2
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (a)	4.47 (118)	- (0)	4.17 (6)	- (0)	3.60 (15)	4.00 (9)	F(3, 144)=6.978, p<.001
with how much your staff know about how to get things done? (a)	4.25 (118)	- (0)	4.17 (6)	- (0)	3.53 (15)	3.67 (9)	F(3,144)=4.793, p=.003
with how staff keep things about you and your life confidential? (a)	4.62 (118)	- (0)	4.00 (6)	- (0)	3.60 (15)	4.00 (9)	F(3,144)=10.155, p<.001
that your treatment plan has what you want in it? (a)	4.21 (116)	- (0)	4.33 (6)	- (0)	3.33 (15)	4.25 (8)	F(3,141)=4.811, p=.003
that your treatment plan is being followed by those who assist you? (a)	4.34 (116)	- (0)	4.17 (6)	- (0)	3.47 (15)	4.00 (9)	F(3,142)=5.267, p=.002
that the agency staff respect your ethnic and cultural background?(a)	4.53 (117)	- (0)	3.83 (6)	- (0)	3.73 (15)	4.44 (9)	F(3,143)=7.071, p<.001
with the services you receive? (a)	4.47 (117)	- (0)	4.33 (6)	- (0)	3.40 (15)	4.25 (8)	F(3,142)=9.099, p<.001
that services are provided in a timely manner? (a)	4.34 (118)	- (0)	4.17 (6)	- (0)	3.20 (15)	3.67 (9)	F(3,144)=9.148, p<.001
Scheffe post-hoc significance at < .05 or less.							
(a) Interaction between Independent and Biological Parents.							

ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year Non-Residential Only

There were no significant differences.

ADA Comparison across Programs

Non-Residential Settings

A comparison was made across the different non-residential programs. The CSTAR Women/Children consumers were most satisfied with respect of ethnic and cultural backgrounds and services received. The CSTAR Child/Adolescent consumers were most satisfied with what they do in their free time. The GTS adult consumers were most satisfied with all other significant items. (See Table III-3.)

Table III-3
ADA Consumers - Comparison across Programs

How satisfied are you...?	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	Significance
with the staff who serve you? (a, d)	4.43 (21)	3.65 (17)	4.00 (18)	4.51 (94)	F(3,146)=8.361, p<.001
with how much your staff know about how to get things done? (d)	4.00 (21)	3.59 (17)	4.06 (18)	4.28 (94)	F(3,146)=3.869, p=.011
with how staff keep things about you and your life confidential? (a, d)	4.43 (21)	3.71 (17)	4.39 (18)	4.60 (94)	F(3,146)=6.381, p<.001
that your treatment plan has what you want in it? (a, d)	4.29 (21)	3.41 (17)	3.78 (18)	4.30 (91)	F(3,143)=6.659, p<.001
that your treatment plan is being followed by those who assist you? (d)	4.19 (21)	3.53 (17)	4.17 (18)	4.37 (92)	F(3,144)=5.043, p=.002
that the agency staff respect your ethnic and cultural background? (d)	4.52 (21)	3.88 (17)	4.28 (18)	4.51 (93)	F(3,145)=3.827, p=.011
with the services that you receive? (a, c, d)	4.52 (21)	3.47 (17)	4.22 (18)	4.48 (92)	F(3,144)=9.394, p<.001
that services are provided in a timely manner? (d)	4.05 (21)	3.29 (17)	3.94 (18)	4.41 (94)	F(3,146)=9.288, p<.001
with your general health care? (e)	3.62 (21)	3.65 (17)	2.69 (16)	3.73 (94)	F(3,144)=4.389, p=.005
with what you do in your free time? (c, e)	3.71 (21)	4.12 (17)	3.06 (16)	3.94 (93)	F(3,143)=3.605, p=.015
with how safe you feel in your home/agency? (b, e)	3.95 (21)	4.47 (17)	3.78 (18)	4.54 (94)	F(3,146)=5.847, p=.001
with how safe you feel in your neighborhood? (e)	3.86 (21)	4.29 (17)	3.67 (18)	4.41 (94)	F(3,146)=5.134, p=.002
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between CSTAR Women/Children and CSTAR Child/Adolescent. (b) Interaction between CSTAR Women/Children and GTS Adult. (c) Interaction between CSTAR Child/Adolescent and CSTAR General. (d) Interaction between CSTAR Child/Adolescent and GTS Adult. (e) Interaction between CSTAR General and GTS Adult.					